

RAILWAY PASSENGERS SERVICE SYSTEM

RESEARCH ON GROUND SERVICES STAFF COMPETENCY

In Turkey, a Project, named “DEM-Rail-PSS – Development of Education Moduls for Railway Passenger Service Systems” with number 2017-1-TR01-KA202-046496 and supported by European Comission, is conducted within the context of a project named Erasmus + Vocational Education Strategic Partnerships for the Evolution of Good Applications.

Under the coordinatorship of Anadolu University Vaocational School, 6 partners, including Eurocert-DE, Ceipes-IT, UK-Certified Knowledge Association, İlksem Engineering and TCDD (The Republic of Turkey State Railways) Transportation Inc., from 4 different countries take place in the Project. In this Project, it is aimed to enhance the vocational knowledge, ability and competence of the staff on information desk, ticketing, boarding, catering, transfer of passengers and buggages, quidance on the board and station and emergency sevices.

Please try to answer the all questions in this questionnaire to help us to be able to determine the competences of the staff who works in the field of passenger services of rail systems sector. Please mark the most suitable option for you by reading the items in the questionnaires. The results of the questionnaires is going to be evaluated collectively and published in our website: (<http://demrail-pss.com>).

Thank you in advance for your interest and cooperation.

Personal Information Form:

1. Age :.....
2. Marital status: () Single () Married
3. Educational status :
 - () Primary school () Secondary school () High school
 - () Vocational School () Faculty () Postgraduate
4. Gender : () Female () Male
5. Employment : () Ticket agent () Advisory officer () Security staff
() Hostess () Ticket control officer () Other.....
6. Vocational working year:.....
7. For how long do you work in TCDD?:.....
8. Have you ever worked in another organization before? () Yes () No
9. Have you ever attended in-service training? () Yes () No
10. If your answer is “yes”, please fill the form below.

	The organization who enable in-service training	The duration of in-service training	The subject of in-service training
1			
2			
3			

Please evaluate the competency of ground services staff as a TCDD worker.

Questionnaire of Ground Services Staff Competency							
	No	Railway Service	1	2	3	4	5
			Unimportant	Little important	Neither important nor unimportant	Important	Very important
COMMUNICATION SKILLS OF THE STAFF	1	To be able to use Turkish effectively and properly					
	2	To have basic English language proficiency					
	3	To have effective communication skills					
	4	Attitude and helpfulness of the staff					
	5	Kindness of the staff					
	6	Patience of the staff					
	7	The friendliness of the staff					
	8	Ability to manage					

		interpersonal relationships					
BEING GROUND SERVICES STAFF AS A PROFESSION	9	To have basic knowledge about passenger services					
	10	To have prodisposition to team work					
	11	To be able to solve problems fast and effectively					
	12	Discussion management, consulting and coordinating					
	13	Emphasis on personal care and cleanliness					
	14	Practical and systematic working skills					
	15	To be able to use basic information and communication technologies effectively					
	16	Being open to development					
	17	Making the correct orientation to passengers					
	18	To be able to make medical help in emergency situations					
	19	Dealing with delays of the train company					
SERVICES PROVIDED ON BOARD	20	Adopt lifelong learning as a principle					
	21	Appealing time table, announcement screens etc.					
	22	Cleanliness and maintenance of the seats					
	23	Cleanliness of the toilets					
	24	Air-conditioning on board					

	25	Lighting on board					
	26	Wireless network (Wi-Fi) access on board					
	27	Safety of baggages					
	28	Tv and audio systems on board					
	29	Catering quality					
	30	Facilities provided for disabled on board					
LEGAL FRAMEWORK ON PASSENGER SERVICES	31	To have knowledge about the legal framework related to passenger services					
	32	To have information about the personal rights of the profession					
	33	Quality assurance contribution related to passenger services					
WORKING CONDITIONS OF PROFESSION	34	Adapting to working conditions					
	35	Toleration to irregular sleeping conditions					
	36	Adapting to irregular eating habits					
	37	Spending special days on work					
	38	Ability to cope with crisis situations					
	39	Economic conditions of the profession					

Other suggestions: